

Nelson Pharmacy Patient Questionnaire

152

Responses

04:55

Average time to complete

Active

Status

1. Why did you visit this pharmacy today?
To collect a prescription for:

● Yourself	39
● Someone else	72
● Both	26
● To buy other products and not ...	11
● For some other reason	4



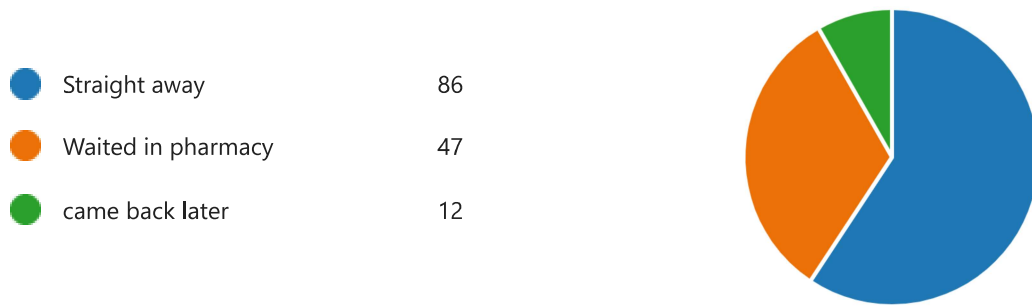
2. For some other reason (please write the reason for you visit):

4

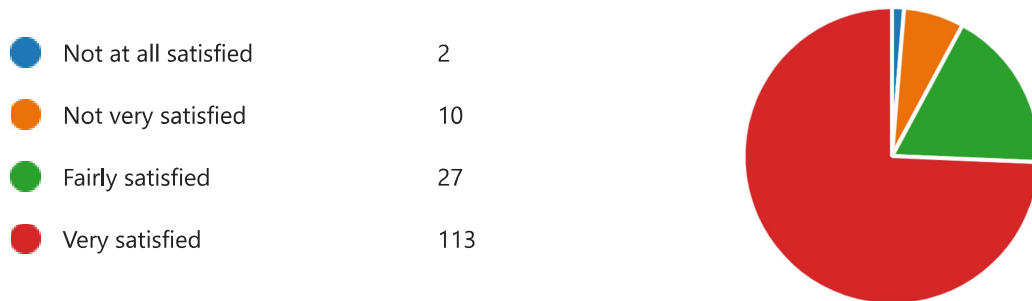
Responses

Latest Responses

3. If you collected a prescription today, were you able to collect it straight away, did you have to wait in the pharmacy or did you come back later to collect it?

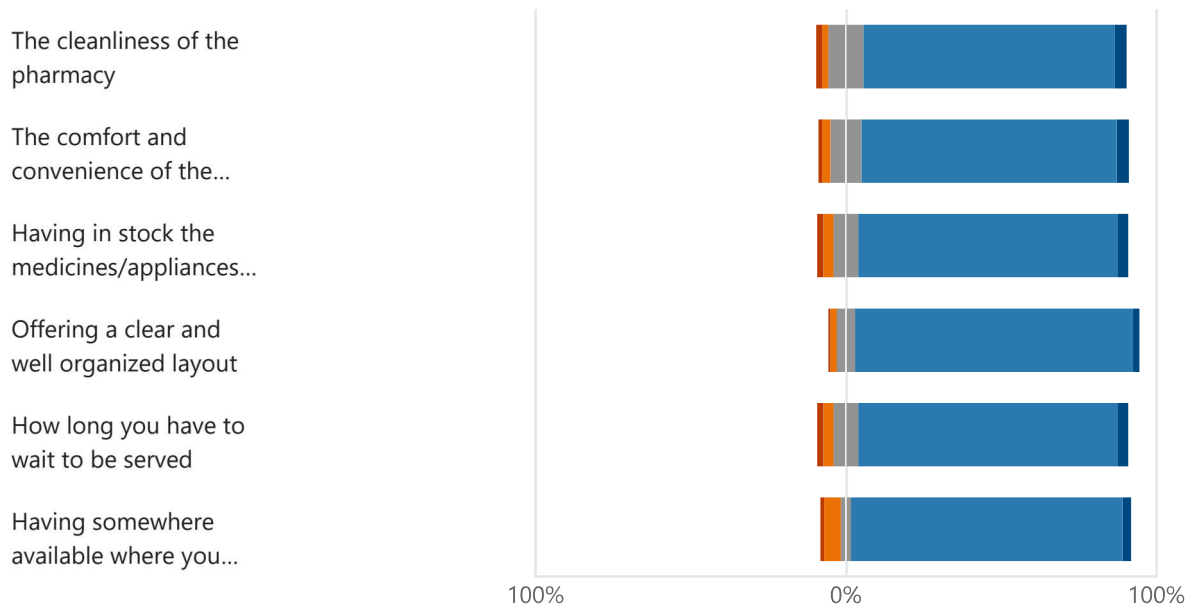


4. How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?



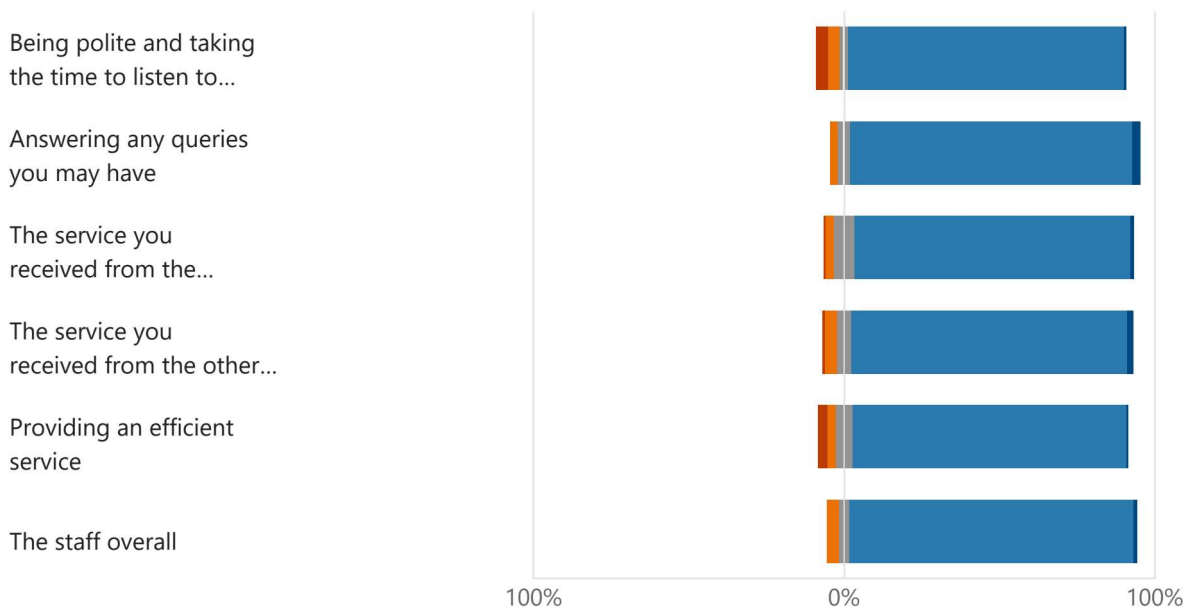
5. Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

Very poor Fairly poor Fairly good Very good Don't know



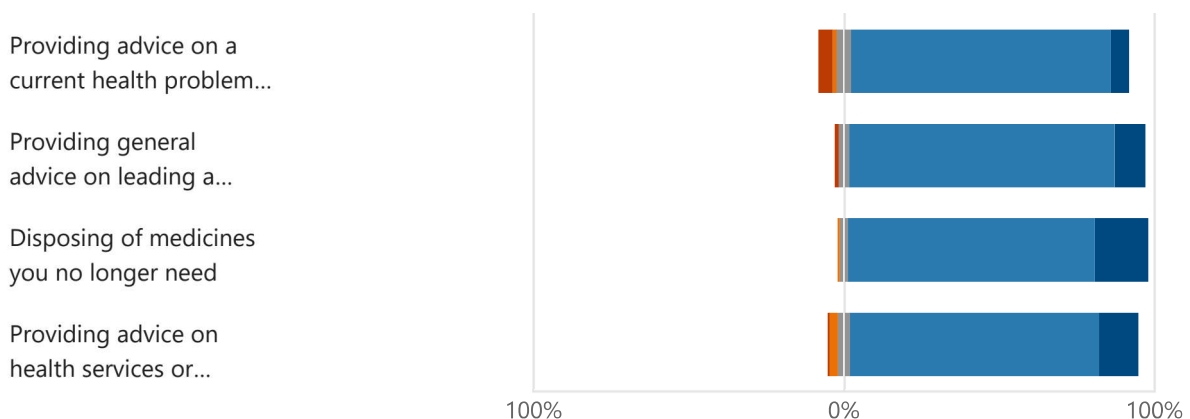
6. Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

■ Very poor
 ■ Fairly poor
 ■ Fairly good
 ■ Very good
 ■ Don't know



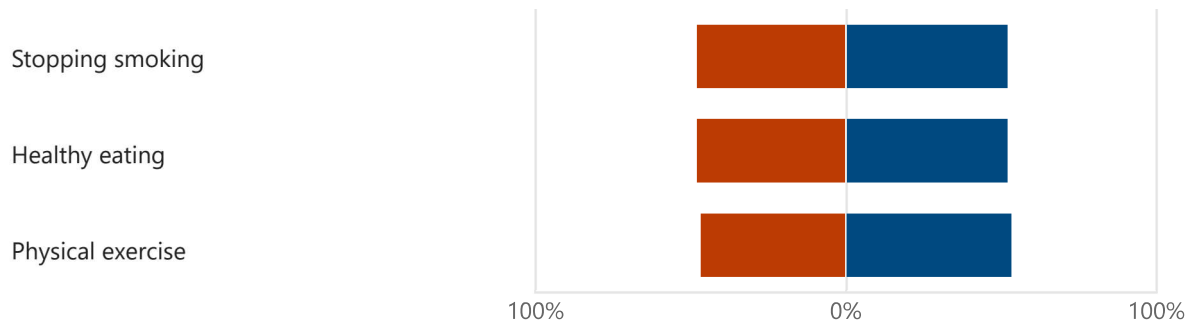
7. Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services?

■ Not at all well
 ■ Not very well
 ■ Fairly well
 ■ Very well
 ■ Never used



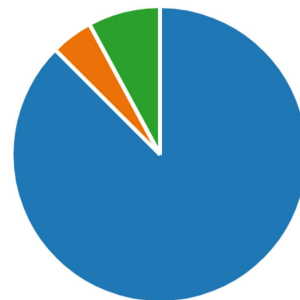
8. Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?

■ Yes ■ No



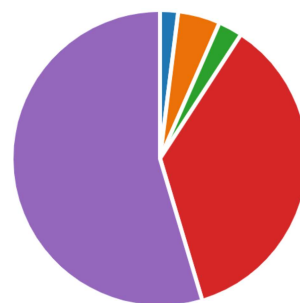
9. Which of the following best describes how you use this pharmacy?

- This is the pharmacy that you ch... 133
- This is one of several pharmacie... 7
- This pharmacy was just conveni... 12



10. Finally, taking everything into account - the staff, the shop and the service provided - how would you rate the pharmacy where you received this questionnaire?

- Poor 3
- Fair 7
- Good 4
- Very Good 55
- Excellent 83



11. If you have any comments about how the service from this pharmacy could be improved, please write them in here:

150
Responses

Latest Responses

"Service has gone down driver the change of ownership... It's ha...

"Order unavailable medication when it is requested, not when t...

"The pharmacist let a woman push in front of me in the queue ...

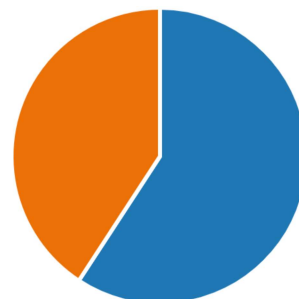
[Update](#)

24 respondents (16%) answered **best** for this question.



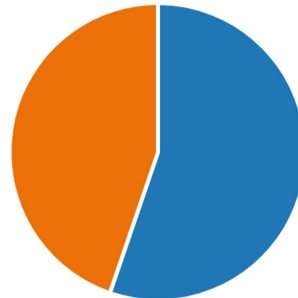
12. After you receive services or advice from us, we may retain some of your health information so that we're best placed to help when you next visit the pharmacy. We always ensure this information is safely stored and kept absolutely confidential. Are you happy with our procedures or do you have any concerns?

	Yes	90
	No	62



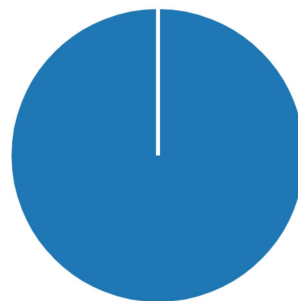
13. In certain circumstances, the pharmacy may need to ask your consent to share your data with another healthcare professional to support your care. We will never pass on your health information without your express permission. Has the pharmacy ever asked for your consent like this?

● Yes	84
● No	68



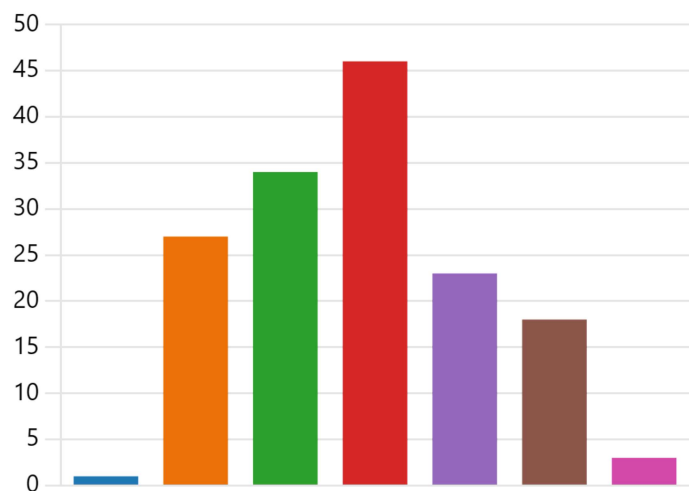
14. If you answered yes to previous question, do you feel your wishes were respected?

● Yes	84
● No	0



15. How old are you?

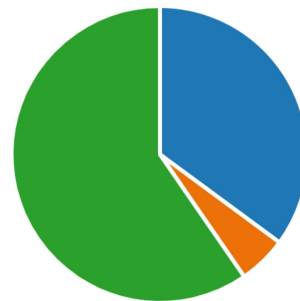
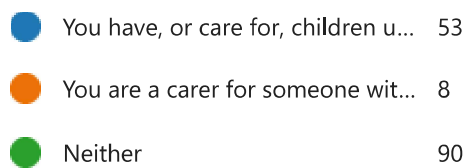
● 16-19	1
● 20-24	27
● 25-34	34
● 35-44	46
● 45-54	23
● 55-64	18
● 65+	3



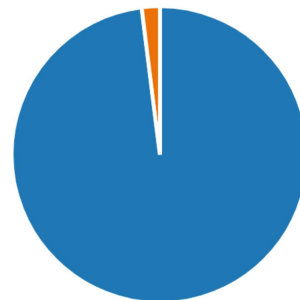
16. Are you..



17. Which of the following apply to you:



18. Are you aware that the pharmacy has a consultation room where you can discuss health matters privately?

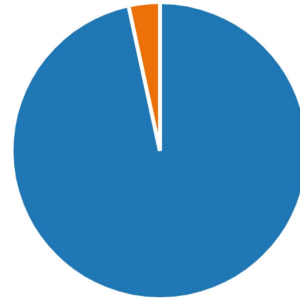


19. If "No", can you please explain the reasons for your answer

3
Responses

Latest Responses
"Talks to me in front of everyone "

20. Are you able to easily access health advice from pharmacy staff?



21. If "No", can you please explain the reasons for your answer

5
Responses

Latest Responses

"Slightly disorganised"

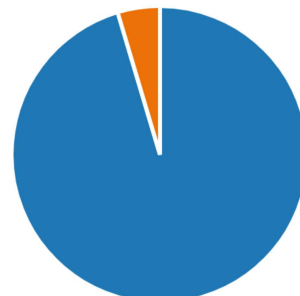
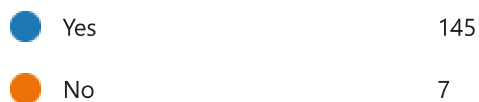
"Its always too busy and manic."

"No private consultation room"

1 respondents (20%) answered **Slightly disorganised** for this question.

manic busy
Slightly disorganised
staff very engaged consultation

22. Are you happy with how quickly you are able to receive your prescriptions?



23. If "No", can you please explain the reasons for your answer

7
Responses

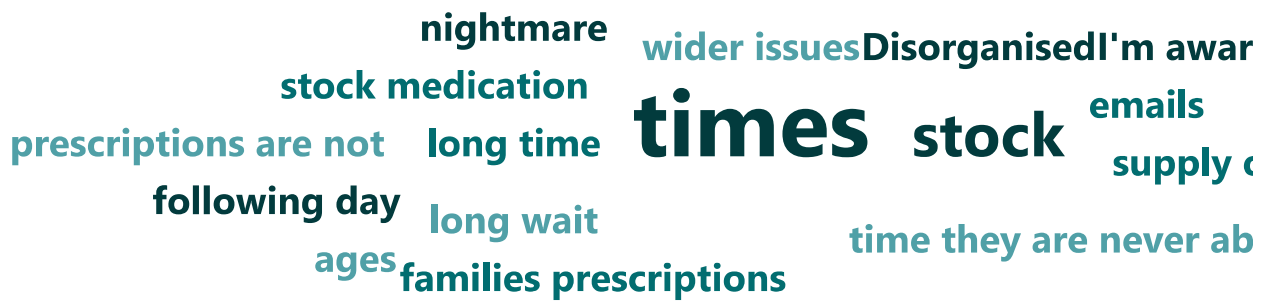
Latest Responses

"Disorganised I'm aware of wider issues in the supply chain"

"Out of stock medication is not ordered when requested."

"Had to wait ages"

3 respondents (43%) answered **times** for this question.



A word cloud of responses in teal text. The most prominent word is "times". Other words include "stock", "medication", "wider issues", "Disorganised", "I'm aware", "nightmare", "prescriptions are not", "long time", "emails", "supply", "following day", "long wait", "ages", "families", "prescriptions", and "time they are never ab".